

Quarterly Report ROMANIA: POLITICAL PARTY EXCHANGE PROGRAM USAID Grant No. 186-G-00-99-00110-00 January 1 to March 30, 2001

I. SUMMARY

The newly installed government led by the Social Democracy Party of Romania (PDSR) has demonstrated encouraging signals by passing some reform legislation and significantly increasing the number of women cabinet ministers. At the same time, the government has been criticized for proposing measures that would restrict access to public information and expand both the powers of internal security agencies and the PDSR's presence in the civil service and local administrations. Combined with the collapse of the center-right opposition and the emergence of the Greater Romania Party (PRM) as a credible political force in the November 2000 elections, these developments may conspire to undermine the country's democratization process.

Romania's political parties must strengthen internal democratic processes and adopt more modern political practices if they are to become meaningful vehicles for political participation. NDI has concluded that an effective way to promote change and strengthen political parties is to help young party members assume higher profiles within their respective organizations. The Political Party Exchange (PPE) Program provides young political leaders with election-related and party organizing skills to prepare them for active political participation. Training centers on study missions to the United States. Thus far, NDI has organized missions on campaign strategy and management, voter contact and field operations, and, most recently in January 2001, on political communication and media relations.

During this quarter, NDI completed its third study mission on media relations and political communication.

Results observed during this quarter include:

- The promotion of several PPE participants to party leadership, parliamentary staff, and election management positions; and
- The successful implementation of several projects developed by participants as part of their involvement in the program.

II. BACKGROUND

National elections in 1996 saw Romania's first democratic transfer of power, as a coalition of pro-reform parties, led by the Democratic Convention of Romania (CDR) alliance, swept the Social Democracy Party of Romania (PDSR) from office. Hopes for a more action-oriented government quickly faded as the coalition's partners became mired in political infighting and mutual recrimination. After four years of political instability and economic stagnation, the Romanian electorate returned the PDSR and Ion Iliescu to power in the November 2000 parliamentary and presidential elections. Alarmingly, the extremist Greater Party of Romania (PRM) received 21 percent of the parliamentary vote. Vadim Tudor, the president of PRM, made it to the second round of presidential elections, where he lost to Iliescu after the media and other political parties rallied around the PDSR candidate.

Thus far, the PDSR minority government has distinguished itself from its predecessor's inaction. Since January 2001, several pieces of stalled legislation have been passed, notably the Local Administration Law, which guarantees government services in minority languages. Parliament's productivity has increased dramatically as well, as evinced by its recent review of thirty executive ordinances handed down by the previous government when legislation was blocked under the CDR coalition. Polls indicate increased voter support for and confidence in Prime Minister Adrian Nastase and PDSR.

At the same time, the government has supported several measures that call into question its commitment to democratic norms. Controversy has erupted over proposed legislation that would allow the government to expand vastly the definition of what qualifies as a state secret, which would restrict public access to the information, and the Ministry of the Interior's restructuring plan that would expand the domestic secret police's ability to operate more freely, including tapping telephone lines without obtaining a warrant. After a public outcry, both measures are now under review.

The appointment of Ristea Priboi, a former communist intelligence officer, as chairman of the parliamentary Intelligence Oversight Committee and the apparent politicization of Romania's civil service and local administrations have also raised concerns. In the former instance, Priboi's connections to the country's security apparatus have sparked criticism because of that organization's record of domestic spying. In the latter case, the PDSR, in what is being called the "PDSR-ization" of the government, forced civil servants to take new competency exams, which many failed, and renamed former ministries in order to dismiss their civil servants and to hire loyal party members. While PDSR is undoubtedly taking liberties with the law, the previous administration had padded the government with friends, relatives, and cronies before it left office, hoping to protect their career with the civil servants law. The politicization at the local level is more troubling. Around the country, non-PDSR party members are quietly being made to renounce their memberships in other parties or are afraid to meet for fear of losing their jobs if their party connections are discovered.

One of the main challenges facing democracy in Romania is the development of political parties that are internally transparent and democratic and that respond to voters' needs. NDI believes that younger party members, who are generally bright and energetic, are more receptive to learning about proven campaign techniques that would improve the manner in which

Romania's political parties communicate with voters. NDI's PPE Program seeks to build parties by training promising young political leaders in election-related and party organizing skills to prepare them for higher political aspirations.

The PPE Program's activities center on four work-study missions to the United States over a two-year period. Multiparty, gender-balanced groups of delegates take part in the missions, each of which has a specific theme around which interactive training workshops, site visits, and observation activities are planned. Delegates develop and implement individual projects to strengthen their parties and participate in in-country training activities to reinforce what they learned during study missions. The first mission, in November 1999, focused on campaign management. The second mission, in March 2000, centered on voter contact and field work.

III. PROGRAM ACTIVITIES

Number of Participants Trained

Number of participants trained this quarter: 12
Total number of participants trained during life of program: 35

From January 15 to 29, 12 young political leaders, including one deputy, took part in the third PPE study mission on media relations and communications. (The itinerary is included as Appendix I.)

Orientation

On January 13 and 14, study mission participants attended an orientation in Bucharest led by NDI Resident Representative Shannon O'Connell. The orientation included a logistical briefing for their trip to the United States and a briefing on relevant aspects of the American political system. NDI also conducted preliminary individual consultations with the delegates on their projects.

Work-Study Mission

The study mission took place in Washington, DC, so that participants could observe the presidential inauguration and avail themselves of NDI's network of contacts, and in a major media center, New York City, where participants could observe the principles of communications in the day-to-day operations of local political offices and the media. Participants received their training through workshops and site visits which focused on campaigning techniques and strategies, and media relations and communications.

Workshops

Designing Campaign Strategies

John Hennelly, Strategic Consulting Group gave an in-depth, day-long training on the principles of campaign strategy development and the fundamentals of writing a campaign plan.

Designing Media Strategies

John Hennelly, Strategic Consulting Group, and Ann Liston, Democratic Congressional Campaign Committee discussed the principles of developing a campaign message and creating an effective media strategy.

Crafting a Political Message and Staying on Message

Carl Struble, StrubleOppel Communications, trained participants in message development and delivery and showed participants examples of successful campaign messages and television ads.

Senate Democratic Technology Communication Committee (DTCC)

Sean Richardson, DTCC deputy director, demonstrated how the latest technologies can be used to communicate with constituents and how the Senate Democrats coordinate their party message.

Secrets of an Effective Press Secretary

Political Consultant Jay Neel gave a presentation on building and maintaining relations with the media, acquiring free/earned media, and preparing for press conferences and briefings.

How to Conduct and Read a Poll

Celinda Lake, Lake, Snell, Perry & Associates, focused on the principles of polling and using polls to identify persuadable voters and create a message.

Crafting Political Ads

Jim Margolis, Greer, Margolis, Mitchell, Burns & Associates, provided examples from video, audio, and print media that illustrated key principles of political communications and trained participants in the practical application of these principles.

Public Speaking, Communication and Presentation Skills

Michael Shannon, Mandate Consulting, spoke with participants about the key characteristics of a successful public speaker and how to identify the audience, topic and goals of a presentation. He also gave a live video demonstration of practical tips for speaking in front of a camera.

TV and Radio Communication

Willie Blacklow, NDI media trainer, held live mock television interviews with participants to practice public speaking and to review presentation tips.

Organizing a Single Message for a Diverse Party

Joe Hansen, Democratic Senatorial Campaign Committee, discussed the interaction between national and state party offices in the coordination of a media campaign, the roles and responsibilities of state-level actors and decisionmakers, and how state strategy fits within the national context.

Negotiations Training

Barbara Wien, William Hayden, and Geo Ward, United States Institute of Peace held a day-long workshop at the United States Institute of Peace (USIP) on such topics as understanding personal conflict styles, conducting interest-based negotiations, conflict analysis, and problem-solving.

Internal Party Communication

Les Campbell, director of NDI's Middle East and North Africa team, discussed the importance of internal party communication as it relates to a party's communication with voters and how an internal decision-making process impacts public policy decisions and party message.

Event Organization and Advance Work

Chip Mann, The Flying Hospital, director of advance for the Bush'92 campaign, trained participants on the roles and responsibilities of an advance person, the key components of an advance strategy, and practical tips for successful advance work.

Low-Donor Fundraising

Melanie McEvoy, Levine-McEvoy, conducted a training on fundraising targeted to the Romanian context. Her presentation covered developing fundraising plans, creating modest fundraising initiatives, coordinating fundraising with campaign budgets, and keeping campaigns within budget.

Site Visits

CNN News Network: Participants observed a live international broadcast and met with television media correspondent Wolf Blitzer to discuss political coverage from a media perspective.

U.S. Voice of America: Participants were given a tour of the VOA radio station and were able to practice their speaking skills in a broadcasted roundtable discussion with Voice of America's Romania correspondents Andrei Brezianu and Vladimir Godeanu.

Democratic National Committee Media Center: DCCC Deputy Political Director Amy Dacey gave participants a tour of the media center at the Democratic National Committee, in which she demonstrated the use of radio and video in voter outreach.

United States Presidential Inaugural 2001: Participants attended the inauguration of President George W. Bush to observe his communication style and the effectiveness of the inauguration as a political event.

Congressman Jerrold Nadler's Office: Participants spoke with Ellen Wallach, director of constituent services at Congressman Nadler's New York office, about constituent services and outreach and communication.

The New York Times: Participants toured the New York office of *The New York Times* and learned about the process of writing, editing and designing news articles.

Evening Function at Romanian Embassy with Romania Scholars: Participants met informally with Romanian scholars and government experts. Guests at the function included Charles King, professor at Georgetown University, Don Sheehan from the United States Department of State, Monica Florescu from the National Endowment for Democracy, and Armand Scala of the Congress of Romanian-Americans.

Individual Consultations

Over the course of the mission, delegates had two individual consultations with political experts who provided them with practical suggestions for implementing individual projects in Romania. NDI Director of Political Party Programs Ivan Doherty, Sally Paterson of Radiant Communications and former Gore Campaign Spokesman Doug Hattaway conducted the first round of consultations. William Blacklow, Diane Cromer of Keefer Cromer Communications, and former White House Aide Danny O'Brien conducted the second round of consultations.

Debriefing

Delegates spent the final morning in New York in a debriefing. Participants revealed that the lessons from the mission that could most easily be transferred to the Romanian context were canvassing, creating a party media center, campaign planning, event organizing and advance work, message development and delivery through the media, organizing press events, negotiation, grassroots outreach, and get out the vote (GOTV) techniques. Delegates identified the lessons most difficult to transfer as the use of the internet and high-tech equipment for communication, fundraising and phone banks.

When delegates were asked how NDI could continue to work most effectively with them, they asked for additional training for themselves and their party colleagues, more resource materials, such as campaign manuals and guides, one-on-one consultations with their local party branches, and opportunities to meet and work with their peers from other countries in the region. The debriefing provided NDI with valuable information on structuring the content of its training activities in future study-missions and for in-country consultations.

Preparations for the Fourth PPE Study-Mission

The fourth and final mission is scheduled for early June 2001 and will focus on political party development. NDI is considering holding the first week of the study mission in Ireland, where the party organizing context more closely resembles the Romanian model, and holding the second week in the United States for trainings on communications and media skills.

In mid-February, more than 700 applications to the fourth mission were posted and emailed to political party offices, senior party officials, party youth organizations, and past program participants throughout the country. By the end of March, NDI had received more than 100 completed applications, more than half of them from women.

Office Personnel

In February, NDI-Romania hired an office manager, Valentina Andonica, who will be working on a part-time basis. Andonica'a presence will lighten the administrative load of implementing NDI's three separately funded programs in Romania, thus allowing NDI's resident representative to focus more of her time and energy on programmatic work.

IV. RESULTS

NDI's first objective for its PPE program is that participants' election-related skills and knowledge are strengthened and employed in forthcoming local and national elections. The following show NDI is meeting this objective:

- A member of the National Christian Democratic Peasants Party (PNT-CD) who participated in the third study mission was immediately given the position of campaign manager for a special mayoral election upon his return from the United States. Based on the skills he learned in the United States, he has begun a voter survey to help develop his party's message and to help rebuild the party in the area, working in close consultation with NDI. "The big news is that in two months time there are going to be elections for mayor in a village in the County that has abut two thousands electors. And the great news is that I was appointed chief of campaign." Participant from third study mission, National Christian Democratic Peasants Party, Arad, in an e-mail to NDI Resident Representative Shannon O'Connell
- A member of PNT-CD decided to apply to the PPE program after seeing the transformation in a number of colleagues who participated; in particular, he noted the increase in their knowledge and skills as a result of participating. "I knew them before they came. When they returned, they were totally different. They knew how to run professional campaigns." Participant in the National Christian Democratic Peasant's Party, explaining why he decided to apply to the program.

NDI's second objective for its PPE program is that parties' election efforts are strengthened by program participants' work.

• The Democratic Alliance of Hungarians in Romania (UDMR) instituted a system of primaries and caucuses to select its candidates for the 2000 local and national elections. The advocate and architect behind this system was a participant of the first PPE work-study mission in November 1999. Senior UDMR officials have now endorsed this process, the most open and transparent candidate-selection process of all the parties in Romania. As other parties now talk of a more democratic decision-making process, it is hoped that UDMR's positive experience will serve as an influence.

NDI's third objective for its PPE program participants' election-related work places them in a stronger position to rise in their respective party structures.

• A member of PNT-CD who participated in the first study mission has been selected to head a reform and renewal initiative of her party's women's organization. NDI's resident representative has worked with her on a new model statute and draft agenda for the organization. "All that I want is to rebuild this organization and for that I have started my work together with the Organization from Timisoara which is very strong and active.... The sad thing is that in this bad situation that my party is facing, they are still thinking in name of groups and interests and not in the name of the future of the party... Anyway, don't get too sad about this, because I'm not giving up so easy, and when I go in the battle field I now how

to fight! I'll never be able to thank you for everything you've done to me. Thank a lot again!"

Participant of first study mission, National Christian Democratic Peasants Party, Arad, in an e-mail to NDI's resident representative.

- A PNL member of the second study mission was promoted to chief of staff of a member of parliament. He developed his PPE project (Candidate Support Centers) into a support network for elected officials. His pioneering work tries to assist officials with their outreach and support to constituents, thus helping to build the relationship between elected officials and voters. He has used a number of materials from NDI trainings in his work.
- A member of the third study mission, who switched parties after his party failed to gain seats in parliament in the elections, was promoted to youth organization vice-president in his new party upon his return from the United States.
- A PSDR participant from the third study mission was promoted to parliamentary expert in the Bucharest office of the PSDR party president. The promotion was largely a reflection of her training in the United States. NDI will continue to work with her on the implementation of her project in the president's office.

V. EVALUATION

NDI has been able to stay on target with regard to its selective factors of gender balance and regional and party diversity. Participants of the third mission represented eight regions across Romania and seven political parties, and included six men and six women.

Promotions and greater responsibility received by PPE participants also demonstrate that NDI is achieving its objective of giving participants the skills that will place them in stronger positions in their respective party structures.

NDI's PPE program is also helping to achieve the Institute's broader goal of strengthening Romania's political parties. The successful implementation of PPE participants' projects is introducing needed reforms into their parties and increasing party communication with constituents.

NDI's program continues to have the additional result of forging cross-party friendships and relationships among potential future leaders, which can lay a foundation for greater consensus-building and compromise in Romanian politics. Greater cooperation among ruling parties and between governing and opposition forces will contribute greatly to consolidating Romania's transition to a full-fledged democracy and tackling the country's socioeconomic problems.

VI. FUTURE ACTIVITIES

The final work-study mission of the Political Party Exchange program will take place in June 2001. This mission will focus on political party development and strengthening parties between elections.

Additionally, the official in-country debriefing for participants in the January work-study mission to the United States will be held during the first week of April. This is the first reunion the program participants will have together since returning to the United States and will be NDI's first formal opportunity to check on the progress of their projects.

National Democratic Institute for International Affairs

POLITICAL PARTY EXCHANGE PROGRAM

Media and Communication Work-Study Mission

15 – 30 January 2001 **Washington** ■ **New York**

Claude Zullo and Kristen Wall greet participants at Washington

Monday, 15 January

14:25

Dulles	
17:00	Drop off at Hotel Normandy 2118 Wyoming Ave, NW Washington, D.C. 20008
18:00	Informal dinner (optional) Buca di Beppo 1825 Connecticut Ave., NW
Tuesday, 16 Jan	<u>uary</u>
09:00	Travel to the National Democratic Institute 1717 Massachusetts Avenue, NW Washington, DC 20036
09:30-10:15	NDI Welcome Tom Melia, NDI Vice President of Programs Ivan Doherty, Political Party Programs Director
10:15-10:45	Logistical Overview and Introductions Alexander Sukiban, Operations Officer Shannon O'Connell, Senior Program Officer Claude Zullo, Program Officer
	Summary: Distribution of per diem and briefing books; Ice-breaker exercise
10:45-11:00	Break
11:00-13:00	Designing Campaign Strategies

Summary: Review of principles of campaign strategy development

John Hennelly, Strategic Consulting Group

NDI 5th Floor Boardroom

13:00-14:00 Catered Lunch at NDI

14:00-17:00 **Designing Campaign Strategies (cont.)**

John Hennelly, Strategic Consulting Group

Summary: Fundamentals of writing a campaign plan

Wednesday, 17 January

09:00 **Debriefing/Briefing**

Hotel Breakfast Room

09:30-13:00 **Designing Media Strategies**

John Hennelly, Strategic Consulting Group

Ann Liston, Democratic Congressional Campaign Committee

NDI 6th Floor Boardroom

Summary: Developing a campaign message and the essentials of a media

strategy.

13:00-13:45 Catered Lunch at NDI

14:15-17:00 Site Visit: CNN News Network

820 1st Street NE

Summary: Observation of a live international broadcast and meeting with

television media correspondent Wolf Blitzer.

19:00 Evening Function at Romanian Embassy with Romania Scholars

Bogdan Mazuru, Acting Ambassador to the United States

Charles King, Georgetown University

Thomas Carothers, Carnegie Endowment for International Peace

Don Sheehan, US State Department

Monica Florescu, National Endowment for Democracy Armand Scala, Congress of Romanian-Americans

1607 23rd St. NW

Thursday, 18 January

08:00 White House Tour

1600 Pennsylvania Avenue, NW

09:00 **Debriefing/Briefing**

Hotel Breakfast Room

10:00-11:30 Crafting a Political Message and Staying on Message

Carl Struble, StrubleOppel Communications

StrubleOppel Communications

700 7th St SE

Summary: Review of principles of message development and delivery

12:00-13:00 Site Visit: Capitol Galleries/Tour of Rotunda

13:00-14:00 Lunch at Senate Cafeteria

14:30-15:30 Site Visit: Senate Democratic Technology Communication.

Sean Richardson, DTCC

619 Hart Senate Office Building

Summary: Using Internet and other cutting edge technology to stay in

contact with constituents

15:30-17:00 Secrets of an Effective Press Secretary

Jay Neel

Senate Democratic Technology Communication Cmte

619 Hart Senate Office Building

Summary: How to build and maintain relations with the media; how to acquire free/earned media; basics of press and broadcast; preparing for

press conferences and briefings

Friday, 19 January

08:00 **Debriefing/Briefing**

Hotel Breakfast Room

09:00-10:30 How to Conduct and Read a Poll

Celinda Lake, Lake, Snell, Perry & Assoc.

NDI 5th Floor Boardroom

Summary: Principles of polling; how to use polls to identify persuadable

voters and create a message

11:30-13:30 **Working Lunch – Project Consultations**

Ivan Doherty, NDI Political Party Programs Director

Sally Paterson, Radiant Communications

Doug Hattaway, fmr Gore Campaign Spokesman

NDI 5th Floor Boardroom

14:00-16:00 Crafting Political Ads

Jim Margolis, Greer, Margolis, Mitchell, Burns & Assoc

1010 Wisconsin Avenue, NW

Suite 800

Summary: Application of principles of political communication; examples from video, audio, and print media that illustrate key principles of political communications

Saturday, 20 January

10:00-13:30 US Presidential Inauguration Ceremony

14:00 **Inaugural Parade/Shadow Inauguration**

18:00 **Informal Discussion on Inaugural Activities**

Sunday, 21 January

10:00- 13:00 Tour of DC Sites (optional)

13:00-19:00 Shopping Excursion (optional) and Free Time

Monday, 22 January

09:00 **Debriefing/Briefing**

Hotel Breakfast Room

9:30 Meeting with Ken Wollack, NDI President

10:00-13:00 **Public Speaking, Communication and Presentation Skills**

Michael Shannon, Mandate Consulting

NDI 5th Floor Boardroom

Summary: Key characteristics of a successful public speaker; the who, what, and why of a speech: establishing audience, topic, goals; an introduction to multiple styles of speaking and various situations that require public statements.

13:00-14:00 Group Lunch at Brookings

14:30-16:00 Organizing a Single Message for a Diverse Party

Joe Hansen, Democratic Senatorial Campaign Committee DCCC at the Democratic National Committee (DNC)

430 S Capitol St SE

Summary: how national and state party offices interact to coordinate a media campaign; the role and responsibilities of state level actors and decision-makers; how a state strategy fits within the national context.

16:00-16:45 Site Visit: Democratic National Committee Media Center

Amy Dacey, Deputy Political Director, DCCC

DCCC at the Democratic National Committee (DNC)

Summary: Tour of the Media Center

16:45-17:30 **TV and Radio Communication**

Willie Blacklow, NDI Media Trainer

DNC Conference Room

Summary: Techniques for interacting with television and radio journalists

Tuesday, 23 January

08:30 **Debriefing/Briefing**

Hotel Breakfast Room

09:00-12:30 **Negotiations Training**

Barbara Wien and William Hayden, USIP

US Institute of Peace 1200 17th St NW # 200 Tel: (202) 457-1700

Summary: Understanding personal conflict styles, interest-based

negotiations, conflict analysis, and problem-solving.

12:30-13:30 **Lunch at USIP**

13:30-17:00 **Negotiations Training (cont.)**

Barbara Wien and William Hayden, US Institute of Peace

At USIP

Wednesday, 24 January

09:00 **Debriefing/Briefing**

Hotel Breakfast Room

09:30-11:00 Internal Party Communication

Les Campbell, Director NDI MENA Team Back half of NDI 5th Floor Boardroom

Summary: the importance of internal party communication as it relates to how a party communicates with voters; how the internal decision-making

process impacts public policy decisions and party message.

11:30-12:30 **Event Organization and Advance Work**

Chip Mann, the Flying Hospital

NDI 5th Floor Boardroom

Summary: the roles and responsibilities of an advance person; the key components of an advance strategy; and maintaining control when

advance fails.

12:30-13:30 **Lunch**

14:00-16:00 Site Visit: US Voice of America

Bill Flens and Andrei Brezianu, VOA

330 Independence Ave SW

Summary: Roundtable discussion with Voice of America's Romania

correspondent.

19:00 **DC Farewell Dinner and Roundtable Discussion**

with Senior NDI Staff
The Brookings Institution

1775 Massachusetts Avenue, NW

Summary: Discussion on the study mission and regional democratic

development.

Thursday, 25 January

O9:00 Check out of Hotel
 O9:30 Debriefing with Ken Wollack, NDI President
 10:00-12:30 Individual Project Consultations

 Les Campbell, NDI MENA Regional Director (tentative)
 Willie Blacklow, NDI Media Trainer
 Diane Cromer, KeeferCromer Communications
 NDI 5th Floor Boardroom

 12:30-1:30 Lunch
 Depart for New York City

18:00 Arrive in New York City

Grand Hyatt New York

Park Avenue at Grand Central

New York, NY 10017

19:00 Dinner at the Olive Tree Café

117 Macdougal Street

Friday, 26 January

09:30-11:00 **Low-Donor Fundraising**

Melanie McEvoy, Levine-McEvoy Fundraising

Grand Hyatt Conference Room

Summary: Developing fundraising plans, modest fundraising initiatives,

campaign budgets and how to stay within budget.

12:00-13:30 Site Visit: Congressman Jerrold Nadler's Office

Ellen Wallach, Director of Constituent Services

1651 3rd Ave, Suite # 311

Summary: The responsibilities of elected officials to their constituents; how elected officials communicate with and act on behalf of constituents

13:30-14:30 **Lunch**

15:00-16:30 Site Visit: Tour of the New York Times Newspaper

Jim Morgan

229 West 43rd Street

Summary: Politics, political parties and elected officials from the

perspective of print media

Saturday, 27 January

10:00-14:00 **In-Country Debriefing**

Sunday, 28 January

Morning Statue of Liberty and Ellis Island (optional)

Evening Farewell Dinner

Monday, 29 January

11:00	Check out of hotel
15:00	Depart hotel for airport
18:35	Depart New York JFK for Amsterdam Schiphol NW #8642

Tuesday, 30 January

07:40	Arrive Amsterdam Schiphol
10:30	Depart Amsterdam Schiphol KLM #1359
14:20	Arrive Bucharest Otopeni